



Treetops Nursery

Dropping off and collection policy

We ask that whatever your contracted drop off time or collection time, **you are outside ready for when the nursery doors open**. This means that drop off times run smoothly for children, parents/carers, and staff alike.

Dropping off - the doors will open promptly and you will be welcomed, this is also a good opportunity to have a quick chat with your child's keyworker, manager or deputy manager if there is anything you need to tell them. We expect you to share with us any incidents which have happened outside of nursery.

Collection – we kindly ask that wait outside and a member of staff will bring each child out to their parent/carer. If you would like to speak to a member of staff please tell the member of staff on the door. If we need you to sign an injury or incident form a member of staff will speak to you on collection of your child.

We will only release your child into the care of adults who have your permission to collect. We therefore need you to complete an 'authorised persons' form before your child starts with us. The form includes a section for you to include a physical description of the person authorised to collect. We also operate a password system. The form can be updated as and when, please either email or call us to do this. Please ensure those on your authorised to collect form know your password.

It is important that you arrive in time to collect your child. If you are delayed for whatever reason please contact us and let us know when you expect to arrive. It may be the case that we will need to contact other adults from the authorised list and arrange for them to collect your child. We reserve the right to make an additional charge for late collection – please see our charging policy.

It is really important that you do not use your phone when inside the nursery. This is for safeguarding reasons. If you need to use your phone you will need to do so outside the building.

Please discuss with us if you need to change your contracted hours.

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Date Written: August 2019

Review: September 2021